References

Adrian Thornhill, The Evaluation of Training - An Organisational Culture Approach, Journal of European Industrial Training, Vol. 18, No. 8, 1994,

Agarwal, T. Strategic Human Resource Management, Oxford University press, 3rd Edition, 2008, New Delhi pp.283.

Alok S. Bhattacharya, Systematic Approach to Training Needs Analysis for Effective Plant Performance, Indian Society for Training and Development, Jul – Sep.2001, p.51.

Carol Upadhya and Vasavi A.R. In an Outpost of the Global Economy- Work and Workers in India's Information Technology Industry, 2008, Rutledge, London.

Cary Cherniss, et.al., (2012). Process-designed training: A new approach for helping leaders develop emotional and social competence. Journal of Management development 29(5): 413-31.

Chidambaram P., Technology Trends and Strategies for the Web Related Software Development Industry in India – November 2000, Summer Project IIM-B

Cody B. Cox and Margaret E. Beier, (2014). The Moderating effect of individual differences on the relationship between the framing of training and interest in training. The International Journal Training and Development 13(4): 247-60.

David Kang and Radhika Santhanam, A Longitudinal Field Study of Training Practices in a Collaborative Application Environment, Journal of Management Information Systems/Winter 2003-4 vol. 20, No.3, pp. 257-281.

David pollitt, (2014). Thomson reuters maps new relationships in learning and collaboration. Journal of human resource management international digest 17(4): 24-6.

David pollitt, (2014). Training team shines at AXA sun life. Journal of human resource management international digest 17(5): 23-24.

Effectiveness. European journal of Scientific Research 24(3): 326-31.

Esther Gielen, Marcel van der klink, and Corine Nauta, Supervisory Support as a Major Condition to Enhance Transfer, International Journal of Training and Development, 2001, pp.52-61

Eugen Rotarescu, (2011). Alternative selection under risk conditions in Human Resource Training and Development through the application of the estimated monetary value and decision tree analysis. Journal of Management and Economics 4 (60): 468-75.

Franco Gandolfi, (2013). Training and Development in an Era of Downsizing. Journal of management research 9(1): 3-14

Glenn M. Mc Evoy and Paul F. Buller , Five Uneasy Pieces in the Training Evaluation Puzzle, Training and Development Journal, August 1990, p.39.

Goel O.P, Training as an Effective tool to Create , Satisfied Customer's Base in Indian Automobile Industry, Indian Society for Training and Development , July- September 2000, pp. 67-73.

Hashim and Junaidah, Training Evaluation- Client's role, Journal of European Industrial Training, Vol. 25 No. 7, 2001, pp.374-379.

http://www.nasscom.in/itites-sector-skill-council

http://www.sscnasscom.com/

http://www.techpublic.com/blongs/10things/10ways-IT-depaerments-waste-money

http://www.zopag.com/news/no-discrimination-in-hiring-it-employees-govt/11503.html New Delhi

Iftikhar Ahmad and Siraj ud Din, Evaluating Training and Development, Gomal Journal of Medical Sciences, Vol.7, No.2, July-December 2009.

Indian IT/ITES Industry, Impacting Economy and society 2007-2008, Deloitte India IT/ITeS industry. http://www.oecd.org/sti/ieconomy/45576760.pdf

Indian-IT-and-ITeS-Industry-Report, Market & Opportunities, IT-ITeS http://www.scribd.com/doc/14958027/Indian-IT-and-ITeS-Industry-Report-170708.

Indira J. Parikh & Jeyavelu S., New Trends in Sensitivity Training, Paper presented in India HRD Congress, IIMA, Vo.27.No.4, Oct-Dec 2002.

Information Technology - Large pool of resources for IT and ITeS operations, India Brand Equity Foundation, http://www.ibef.org/industry/ informationtechnology.aspx

Jane Webster and Joseph J. Martocchio, The Differential Effects of Software Training Previews on Training Outcomes, The Pennsylvania State University, University of Illinois at Urbana-Champaign, Journal of Management , Vol. 21, No.4, 1995, pp.757-787.

Jane Webster and Joseph J. Martocchio, Turning Work into Play - Implications for Microcomputer Software Training, The Pennsylvania State University, University of Illinois at Urbana-Champaign, Journal of Management , Vol. 19, No.1, 1993, pp.127-146.

Jeffrey D. Facteau, Gregory H. Dobbins, Joyce E.A. Russell, Robert T. Ladd and Jeffrey D. Kudisch ,The Influence of General Perceptions of The Training Environment on Pretraining Motivation and Perceived Training Transfer, The University of Tennessee, Department of Management, JAI Press Inc,1995, pp.1-22.

Jie Shen, International Training and Management Development: Theory and Reality, Journal of Management Development, Vol.24 No.7, 2004, pp.656-665.

John Franklin D, Nakkiran S. & Venkkatesh S, HRM and Development in BPO; BPO Concept, Current Trend, Management and Future Challenges. Deep & Deep Publication Pvt. Ltd., New Delhi, 2008, pp.289-299.

Joseph J. Martocchio and James Dulebohn, Performance Feedback Effects in Training: The Role of Perceived Controllability, Institute of Labour and Industrial Relations, University of Illinois at Urbana-Champaign, 1994, pp.358-363.

Judith D. Ahrens and Chetan S. Sankar, Tailoring Database Training for End Users, College of Information Studies, Drexel University, Department of Management, Auburn University, U.S.A., MIS Quarterly, December 1993, pp.419-430 .

Kujawa, B.J. The outsourcing decision-making and implementation 2003.

Linn Coffman, Involving Managers in Training Evaluation, Training and Development Journal, June 1990, p.77.

Madhumita R. and Sujatha R., Effectiveness in outsourcing, Indian Accounting Review, 9(1), 2005, pp. 64-66.

Mahanti, R and Mahanti, P.K, Software Engineering Education From Indian Perspective, Software Engineering Education and Training, CSEE&T-2005, Proceedings. 18th Conference; 18-20 April 2005, pp.111-117.

Mamta Baranwal, Training the employees in IT/ITES industry, 2010, www.books.iupindia.org

Muhammad Zahid Iqbal, et.al., (2011). An Empirical Analysis of the Relationship between Characteristics and Formative Evaluation of Training. The International Journal of Business Research 4 (1): 273-86.

Occupational Analysis–Business Process Management: National Skill Development Corporation (NSDC) and NASSCOM

Olaniyan, D. A. and Lucas. B. Ojo, (2014). Staff Training and Development: A vital tool for Organizational

Pallavi Tiga, Contemporary Concern Study HR Practices in Competency Model, summer project, IIMB, 2004.

Pankaj M. Madhani, Indian Software Success Story- A Resource-Based View of Competitive Advantages, The ICFAI University Press, 2008.

Paul L. Garavaglla , How to Ensure Transfer of Training, Training and Development, October 1993, pp. 63-68.

Paul R. Sackett and Ellen J. Mullen, Beyond Formal Experimental Design: Towards an Expanded View of the Training Evaluation Process, Industrial Relations Centre, University of Minnesota, 1993, p.613.

Peter Bramley, Evaluating training effectiveness (Translating theory into practice), McGraw Hill Book Co., 1990, pp. 283-307.

Pilar Pineda, (2012). Evaluation of training in organizations: a proposal for an integrated model. Journal of European Industrial Training 34(7): 673-93.pp. 45-52.

Prarthana Dwivedi and Pooja Purang, Training Needs Identification and Evaluation Case Study of Indian Organisations, IJTD Journal, January- March 2007.

Prasad R.M., Appreciative Inquiry in Training and Development, Professor and Head of Communication Centre, Kerala Agri University, Indian Society for Training and Development, Jul – Sep 2000, pp. 15-17.

Rajeshwari Sharma, Smaller IT-BPO Companies bank on best HR practices to remain competitive, The Wall Street Journal, Oct 31, 2007.

Ravi Dasari, People Management in IT Industry Issues and Imperatives, HRM Review, Consulting Director, Faculty and Programme Coordinator, The ICFAI School of HRD. The author can be reached at ravidasarai-2000@yahoo.com

Sandeep Dongre, Training Needs Identification, Summer Project, IIMB,2004, pp.8-26

Sarah Beecham, Nathan Baddoo and Tracy Hall, Motivation in Software Engineering - A Systematic Literature Review, University Of Hertfordshire and Hugh Robinson And Helen Sharp, The Open University, Technical Report No: 464.

Sharon S. Naquin and Ed Holton, Motivation to improve work through learning in human resource development, Human Resource Development International, Louisiana State University, UK, September 2003, pp. 355-370

Shiri Ahuja, The Shift in Paradigm. Delivered at the 'Where in the World? Information Technology in India, Conference, Budapest 24/25, October 2000, http://www.emergence.nu/events/budapest/ahuja.pdf.

Sundararajan S., Employees Attitude Towards Training & Development in Private Sector Industries, Indian Society for Training and Development, URF/Research Scholar, Periyar University, Jul -Sep.2000, pp. 45-50.

Thomas Andersson, (2013). Struggles of managerial being and becoming: Experiences from managers' personal development training. Journal of Management development 29(2): 167-76.

Trilochan Sastry S., Growth Models for Top Indian Software Firms, IIMB, June 2000, pp.1-19.

Ullhas Pagey, Assessing the Effectiveness of Training, Indian Journal for Training and Development, Vol. 11 No.4, 1981, pp. 156-158.

Vijaya Mani, Evaluating Effectiveness of Executive Training, International Bulletin of Business Administration, Euro Journals, 2010, pp.201-209, http://www.eurojournals.com.

Viramani, B.R., Evaluating and Measuring Management Training & Development, Indian Journal for Training and Development, Vol. 14 No.2, 1984, pp. 54 – 61.

Zane Berge and Marie de Vermeil, Nancy Berge, Linda Davis and Donna Smith, The Increasing Scope of Training and Development Competency, Bench marking: An International Journal, Vol. 9 ISSNO:1, 2002, pp.43-47.